

W/24933
10/03/97

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| | Subclass |
| Class | |
| ISSUE CLASSIFICATION | |

SCANNED 3

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|-----------------------|-------------|-------|---------------|----------------|
| UTILITY SERIAL NUMBER | PATENT DATE | | PATENT NUMBER | |
| SERIAL NUMBER | FILING DATE | CLASS | SUBCLASS | GROUP ART UNIT |
| | 10/09/97 | 370 | 352 | 2663 |

APPLICANT

AVASTY, PHILIP DUSTIN, JR.

CONTINUING DATA

DERIVED FROM THIS APPLN IS A DIV OF 05/926,410 09/12/97
 WHICH IS A CIP OF 08/864,357 05/30/97
 WHICH IS A CIP OF 08/802,640 02/19/97
 WHICH IS A CIP OF 08/797,418 02/10/97

 Heng Lin
 Barry Tang
 Benny Tien
 Fan Tong

FOREIGN APPLICATIONS

UNIFIED

CPA

FOREIGN FILING LICENSE GRANTED 02/14/98

| | | | | | | | | | | |
|--------------------------|---|---------------------------|---|----------|------------------|--------------|--------------|---------------|---------------------|-----------------------|
| Foreign priority claimed | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | 35 USC 119 conditions met | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | AS FILED | STATE OR COUNTRY | SHETS DRWGS. | TOTAL CLAIMS | INDEP. CLAIMS | FILING FEE RECEIVED | ATTORNEY'S DOCKET NO. |
| | | | | → | CA | 7 | 13 | 4 | \$1,102.00 | 22253 |

Verified and Acknowledged Examiner's initials

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| ADDRESS | 200 N SOYS SUITE 187 CHICAGO IL 60604 |
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APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN CALL CENTERS

U.S. DEPT. OF COMM/PAT. & TM PTO-436L (Rev. 12-92)

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|---|-----------|-----------------------|-------------|
| PARTS OF APPLICATION FILED SEPARATELY | | Applications Examiner | |
| NOTICE OF ALLOWANCE MAILED | | CLAIMS ALLOWED | |
| | | Total Claims | Print Claim |
| Assistant Examiner | | | |
| ISSUE FEE | | DRAWING | |
| Amount Due | Date Paid | Sheets Drwg. | Figs. Drwg. |
| | | Print Fig. | |
| Primary Examiner | | ISSUE BATCH NUMBER | |
| Label Area | | PREPARED FOR ISSUE | |
| WARNING: The information disclosed herein may be restricted. Unauthorized disclosure may be prohibited by the United States Code Title 35, Sections 122, 181 and 368. Possession outside the U.S. Patent & Trademark Office is restricted to authorized employees and contractors only. | | | |

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